

# One Call Claims

A simpler way to file your Short-term Disability (STD) and/or Paid Family Leave (PFL) claim

With One Call Claims, you can submit your STD claim seamlessly over the phone in a matter of minutes.



## Here's how the process works:

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### Call 888-480-8710

Submit an STD and/or PFL claim if:

- You've been absent from work because of a non-work-related illness or injury, and will not be returning within the elimination period (the period of time before your benefits kick-in) outlined in your company's policy.
- You're within one week of a planned surgery or childbirth.

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### Provide your information

When you call, you'll need to submit your:

- Name and date of birth
- Address and phone number
- Social Security number
- Employer
- Group policy number
- Group ID
- Doctor's name, address, phone, and fax numbers
- Occupation and the last day you worked
- Condition or diagnosis

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### Stay tuned for a decision

After you submit your information, a claims examiner will process your claim and, if necessary, contact your employer and/or healthcare provider. If we need additional information, your claims examiner will reach out to you.

It's also likely your physician will need to complete an Attending Physician's Statement. To make sure your physician receives this form, simply:

- Supply your doctor's fax number during your call, and we will fax the form directly to their office;
- Ask the claims examiner to send you the form and then give it to your doctor

Once we receive and review your information, we will notify you of our claim decision. If approved, your benefits will be paid as outlined in your company's policy.

## Get anytime access to forms and benefit information at [LincolnFinancial.com](http://LincolnFinancial.com)

To access the forms and benefits information you need, simply:

1. Go to [LincolnFinancial.com](http://LincolnFinancial.com) and click the “Register” link in the “Log In/ Register” dropdown menu in the top navigation panel.
2. Select “Employee Benefits” and follow the instructions.
3. Once you register, you can review coverage, claim status, and policy information. You can also print forms and report claim information such as a child delivery or a return-to-work date.

### We're standing by to help



Call  
**888-480-8710**  
Monday through Thursday,  
8 a.m. to 8 p.m., ET  
Friday, 8 a.m. to 6 p.m., ET



Email  
[disabilityclaims@lfg.com](mailto:disabilityclaims@lfg.com)



Fax  
**877-843-3950**



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